PE MAR
SEP 27 7005 E
SATEMENT TRADELLES

		Time CCA is tied up		
Call-Center	зээтО	Process request	End call	
Customer	Greet	State request	End call	Fig.



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	End call	End call
	Process request	State request
Time CCA is tied up A	Wait	Interruption (Search, consultation)
	Process request	State request
	Greet	təərD
	Call-Center	Customer

Fig. 2



